Beginning August 30th, 2019, the City of Fayetteville Utility Billing department will begin migrating all online credit and debit card utility bill payments to a new payment website.

Online eCheck payments will no longer be an option on the new payment website, however, you may sign up for ACH Bank Draft using the form available at http://fayetteville-ar.gov/payutilitybill if you wish to continue paying by check.

The new payment website will allow customers to schedule one-time or automatic payments online using credit and debit cards.

In addition, or if you pay using another method of payment, you can use eUtility to:

- Sign up for paperless billing
- Receive email reminders that your bill is available
- View past utility consumption
- View past bills
- Manage multiple utility accounts

If you already use ACH Bank Draft, automatic bill pay though your bank, utilize the phone payment service, or mail in your utility payments:

- You will not be affected by the system change.
- If you wish to opt-in to paperless billing, view utility usage history, view billing history, or pay your utility bill online with a credit or debit card, you can register for an eUtility account at http://fayetteville-ar.gov/payutilitybill.

If you already pay online using one-time credit or debit card payments:

- You will need to register for an eUtility account at http://fayetteville-ar.gov/payutilitybill and enter your billing information to continue paying online with a credit or debit card. This is a new website that will require you to set up a new username and password.

If you already pay online using automated credit or debit card payments:

- You will need to register for an eUtility account at http://fayetteville-ar.gov/payutilitybill and enter your billing information to continue paying online with a credit or debit card. This is a new website that will require you to set up a new username and password.
- Note: Automated credit or debit card payments are deducted on the date the utility bill is created. In order to pay a utility bill on a specific date, each payment will have to be entered individually, either online, by phone, or in person. If you have a balance due when signing up for scheduled payments in eUtility, a one-time payment of the balance due is required to keep your account current.
- You should disable any scheduled payments on our Utility Billing Portal, accessible at http://fayetteville-ar.gov/payutilitybill, and recreate your scheduled payment in eUtility or set up another payment method. Your current automated payments will be automatically disabled and the Utility Billing Portal will be inaccessible after December 2nd, 2019.

If you already pay online using one-time e-check payments directly from your bank:

- This payment type is being discontinued as of December 2nd, 2019.
- You will need to either register for an eUtility account at http://fayetteville-ar.gov/payutilitybill and enter your billing information to pay online with a credit or debit card, or sign up for ACH Bank Draft using the form available at http://fayetteville-ar.gov/utilities.

If you already pay online using automated e-check payments directly from your bank:

- This payment type is being discontinued as of December 2nd, 2019.
- You will need to either register for an eUtility account at http://fayetteville-ar.gov/payutilitybill and enter your billing information to pay online with a credit or debit card, or sign up for ACH Bank Draft using the form available at http://fayetteville-ar.gov/utilities.
  Note: ACH Bank Draft payments are automatically deducted on the utility bill due date. In order to pay a utility bill on a specific date, the payment will have to be entered manually, either online, by phone, or in person.
- You should disable any scheduled payments on our Utility Billing Portal accessible at http://fayetteville-ar.gov/payutilitybill and recreate your scheduled payment in eUtility or set up another payment method. Your current automated payments will be automatically disabled and the Utility Billing Portal will be inaccessible after December 2nd, 2019.

If you have any questions or concerns, please contact the City of Fayetteville Utility Billing department by phone at (479) 521-1258, by email at utilitybill@fayetteville-ar.gov, or by visiting our office Monday to Friday, 8AM to 5PM at 113 W Mountain Street, Fayetteville AR, 72701.

Contents

eUtility Account Registration
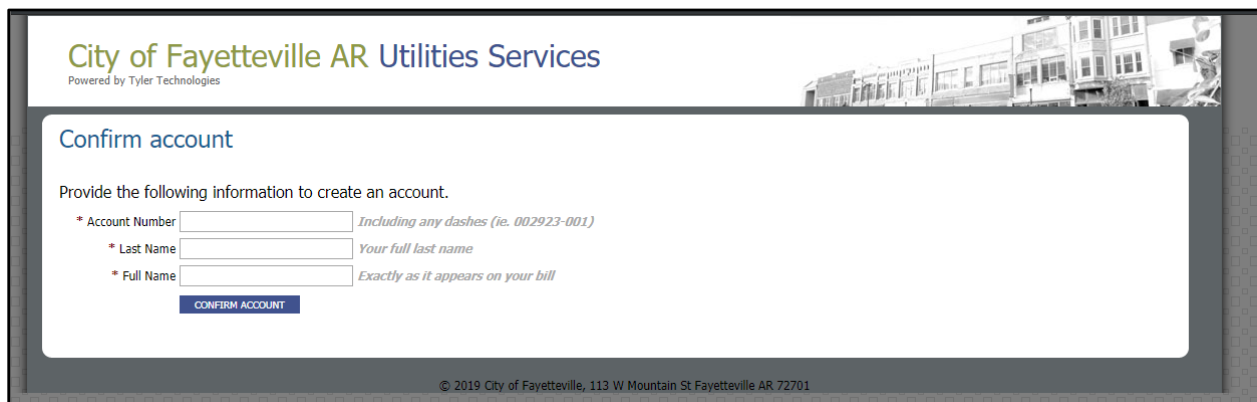
To register for the eUtility utility management system, please visit http://fayetteville-ar.gov/payutilitybill.

> **Note:** You will need to have your utilities account number and the full name on your account in order to register for an eUtility account. This information is available on your paper utility bill or by calling the Utility Billing department at (479) 521-1258.
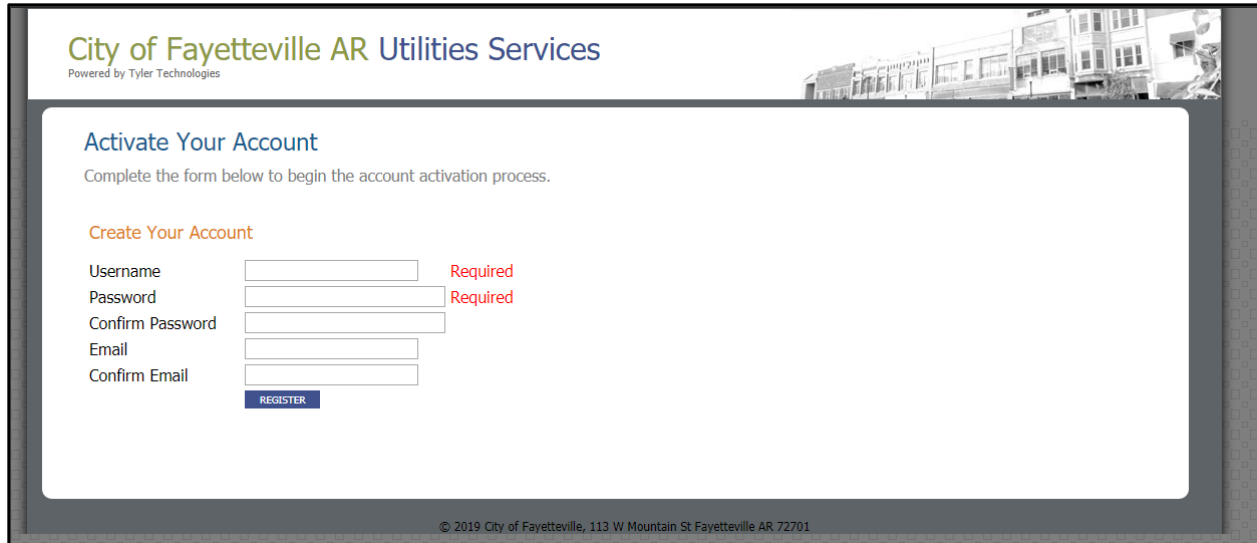
Click on Create User Profile to create a new account.

> You may also click Forgot Username? or Forgot Password? if you have already registered an account but are not able to log in.

Type in your utility account number, the last name on the account, and the full name as it appears on your bill and click the *Confirm Account* button.

> The full name must exactly match the name listed on your bill.
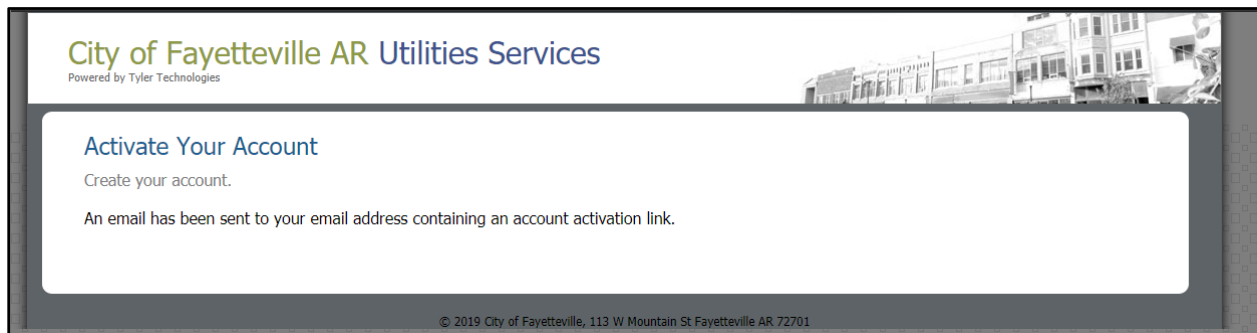
Choose a username and password, and type in your email address, then click the *Register* button.

> Passwords must contain at least 8 characters, an uppercase letter, and a symbol.

Once your account has been created, you will receive an activation email at the email address you entered in the previous step, from eUtility@fayetteville-ar.gov.

> Note: This email address is not monitored. If you need to contact the Utility Billing department via email, please use utilitybill@fayetteville-ar.gov.

City of Fayetteville AR eUtility Account Verification Requested

Hello,

To finish setting up your **City of Fayetteville** online utility account,please verify your email address by clicking the link below:

Click here to verify your account.

If you are unable to click this link to create your account or did not submit an account request, please contact the City of Fayetteville Utilities Financial Services Division at 479-521-1258 or via email at utilitybill@fayetteville-ar.gov.

Sincerely,

City of Fayetteville, AR

Utilities Financial Services

113 W Mountain St

Fayetteville AR, 72701

479-521-1258

Click on the Click here to verify your account link in the verification email to continue setting up your account.

City of Fayetteville AR Utilities Services
Powered by Tyler Technologies

Account Activation Confirmation

USERNAME

Confirmation has been received and your account has been activated.

Click to login.

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Navigate back to the eUtility homepage by clicking Click to login or by going to http://fayetteville-ar.gov/payutilitybill in your browser.

eUtility Login & Navigation

Type in your Username and Password, and if you would like, select the *Remember Me* checkbox to have your browser save your Username. Click *Sign In.*

> If you have forgotten your username or password, you may click the Forgot Username? or Forgot Password? links in order to regain access to your account. For more information, please see the *Forgot Username* or *Forgot Password* sections at the end of this document.

Using the navigation tabs at the top of the page, you can click on *Account Summary*, *Account Details*, *Payments*, *eBill Enrollment*, or *User Profile* to see additional options.

From the *Account Summary* page, you can view your basic account information, utility bill balance, and due date.

Account Details, Consumption Analysis, & Account History

From the *Account Details* tab, click *View Bills* to view a PDF copy of your most recent utility bill.

You can select past billing cycles using the *Billing Date* drop-down box.

Using the utility bill preview on your screen, you are able to print your statement from home or save a .PDF file of your statement that is viewable with Adobe Reader. Adobe Reader is available at https://get.adobe.com/reader/.
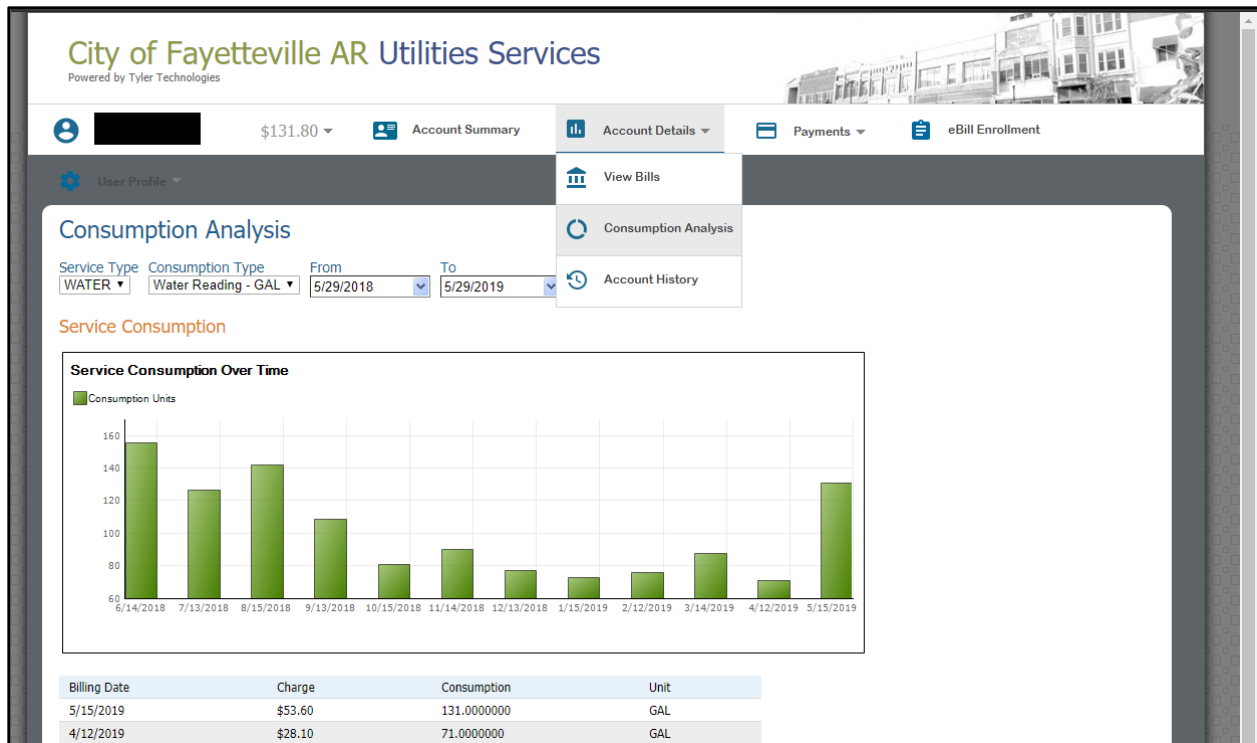
From the *Account Details* tab, click *Consumption Analysis* to view a customizable chart and table of your utility consumption over the last 12 billing cycles.

> You can use the *From* and *To* drop-down boxes to specify a date range for the *Service Consumption* report.

From the *Account Details* tab, click *Account History* to view the billing and payment history of your account.

> Click on the <u>Bill</u> link to see your utility bill for that billing cycle. You can use the *From* and *To* drop-down boxes to specify a date range for the *Account History* report.

Making a Credit/Debit Card Payment

From the *Payments* tab, click *Make a Payment* to make a payment with your credit/debit card.

Your account balance is visible on the left side, along with any activity in the current billing period. Enter the payment amount in the *Payment Amount* field, check the box to agree to the Terms and Conditions, and click *Pay with Credit Card* to begin. You will be transferred to the payment processor's website.

> Note: The minimum payment is $5.00. You can also make payments if your account has a zero balance, and the credit will be applied toward your account.

Enter your billing information, then select the *Payment Method* you would like to use.

Note that your billing address may be different from the address at which you have utility service.

eUtility currently accepts Visa, Mastercard, or Discover Credit or Debit card payments.

Enter your *Card Number*, *Expiration Date*, and *Security Code* from the back of the card. Check the *I'm not a robot* checkbox to allow the CAPTCHA system to verify the transaction. There may be additional steps required to complete the CAPTCHA verification.

Confirm that the information is entered correctly and click *Make Payment* to process your transaction.

When the payment has been processed, a payment receipt will be shown, along with a shortcut to print the receipt or return to the Utility Billing eUtility website.

> You will receive an email receipt to the email address listed in your eUtility account profile. It is recommended that you save or print this receipt for your records.

Click *Return to Utilities* to return to the eUtility website.

Automatic Credit/Debit Card Payment Enrollment

From the *Payments* tab, click *Credit Card Enrollment* to set your Credit or Debit card up for automated payments.

Enter your email address in the *Email* field, check the box to agree to the <u>Terms and Conditions</u>, and click *Enroll with Credit Card* to begin. You will be transferred to the payment processor's website.

Enter your billing information, then select the *Payment Method* you would like to use.

Note that your billing address may be different from the address at which you have utility service.

eUtility currently accepts Visa, Mastercard, or Discover Credit or Debit card payments.

Enter your *Card Number* and *Expiration Date*.

Confirm that the information is entered correctly and click *Submit* to process your request.
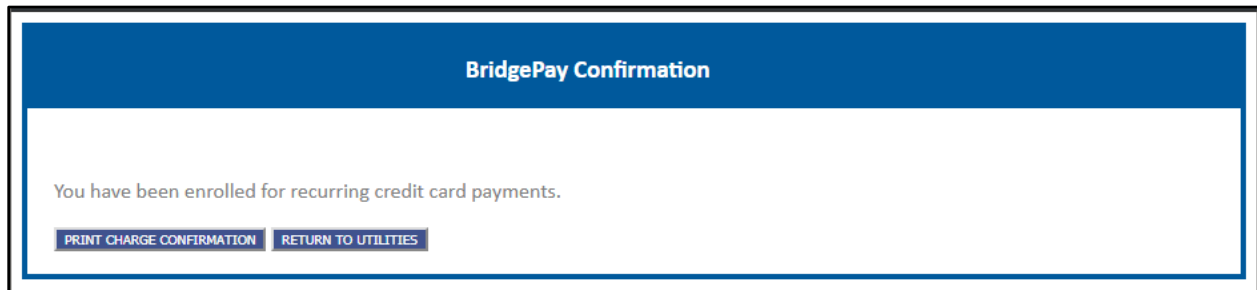
After clicking submit, a confirmation page will appear.

Click *Return to Utilities* to return to the eUtility website.

Automated credit or debit card payments are deducted on the date the utility bill is created. In order to pay a utility bill on a specific date, each payment will have to be entered individually, either online, by phone, or in person.

If you have a balance due when signing up for scheduled payments in eUtility, a one-time payment of the balance due is required to keep your account current.

If your Credit or Debit card is nearing its expiration date, eUtility will notify you using the email associated with your eUtility account.

You can verify or withdraw your enrollment at any time. From the *Payments* tab, click *Credit Card Enrollment* to view your enrollment status.

Click *Withdraw* to end your automatic payments.

Electronic & Paperless Billing

Click on the *eBill Enrollment* tab to sign up for eBill electronic billing or paperless statements.

> Type in your email address in the *Your Email Address* field and select *Your Delivery Preference*.
>
> - ▪ If you only want to receive your bill to your email address, select *eBill Only*.
> - ▪ To receive your bill to both your email address and a physical bill in the mail, select *eBill and Paper Invoice*.

You will be notified using the email associated with your eUtility account when your bill is available to view online.

Once you have enrolled, you will be sent a verification email to your email address from eUtility@fayetteville-ar.gov.

In the email you receive from eUtility@fayetteville-ar.gov, click the Confirm My Enrollment link to verify your email address and confirm your eBill settings.

When your enrollment is confirmed, the *eBill Enrollment* page will show that you are *Actively Enrolled*.

Profile Maintenance

From the *User Profile* tab, click *Profile Maintenance* to make changes to your email address or password.

Enter your current password in the *Current Password* field.

You can change your password by entering a new password in the *New Password* field, then confirm your new password by entering it in the *Confirm Password* field.

> Passwords must contain at least 8 characters, an uppercase letter, and a symbol.

You can change your email address the same way, by entering your new email address in the *Email* and *Confirm Email* fields.

Click *Save* to save your changes. You will receive an email from eUtility@fayetteville-ar.gov confirming this account change.

Linked Accounts

You can manage multiple utility accounts using the same eUtility account.
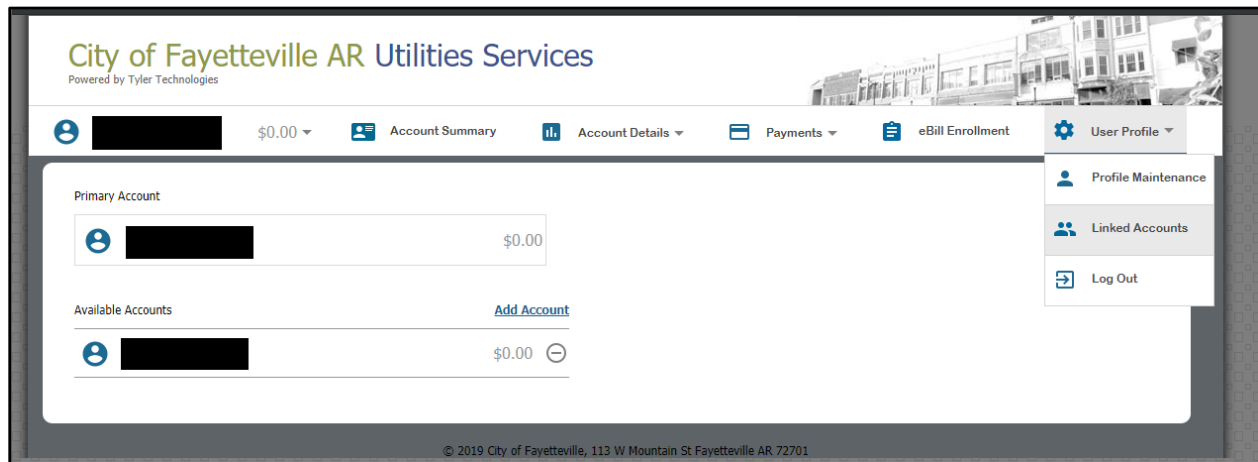
From the *User Profile* tab, click *Linked Accounts* to manage your Utility Billing accounts.

To add an account, click the Add Account link.

Enter the *Account Number*, *Last Name*, and *Full Name* for the account you would like to add and click *Confirm Account*.

You can view balances and switch between accounts using the drop-down box to the left of the *Account Summary* tab.
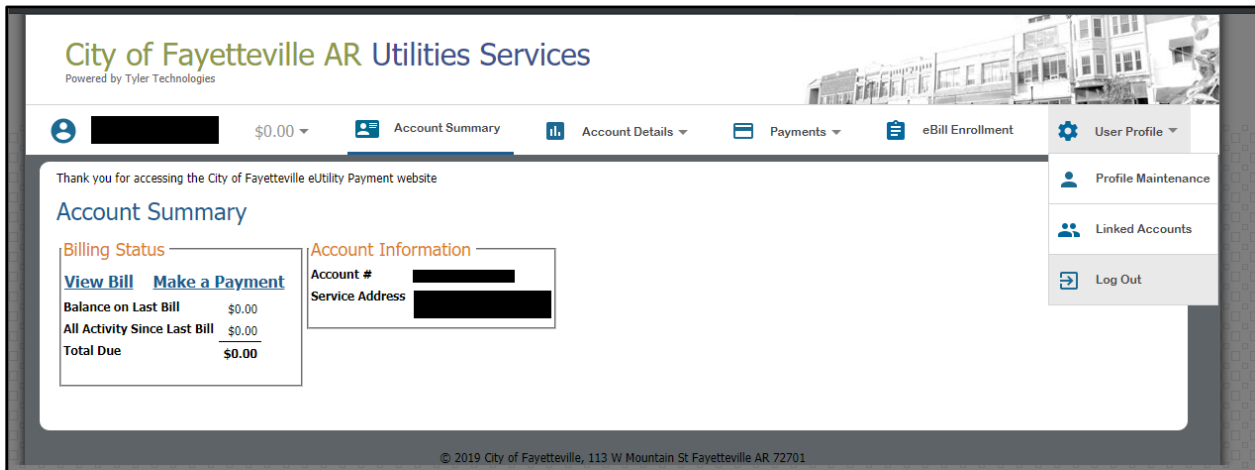
You can remove linked accounts from the *User Profile* tab, by clicking on *Linked accounts* and clicking the minus icon next to the linked account you would like to remove.

Log Out

From the *User Profile* tab, click *Log Out* to be logged out of eUtility.
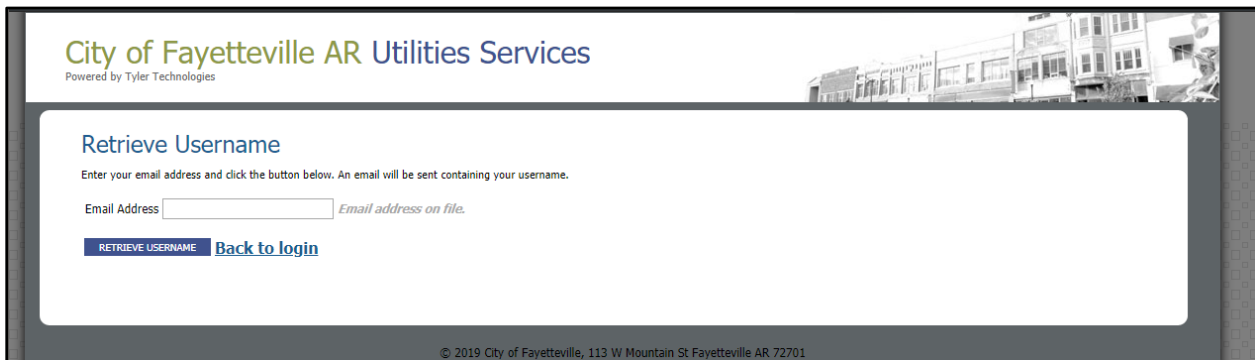
It is recommended that you log out after each session, to ensure your security and privacy.

Forgot Username

From http://fayetteville-ar.gov/payutilitybill, you can click on the Forgot Username? link to reset your username.

Enter your email address in the *Email Address* field and click *Retrieve Username.*

City of Fayetteville AR eUtility Account Username Recovery

Hello,

We received a request to recover your **City of Fayetteville AR** eUtility Account username on Friday, June 7, 2019 10:42 AM.

Your username is: ███████

If you did not submit this request, please contact the City of Fayetteville Utilities Financial Services Division at 479-521-1258 or via email at utilitybill@fayetteville-ar.gov.
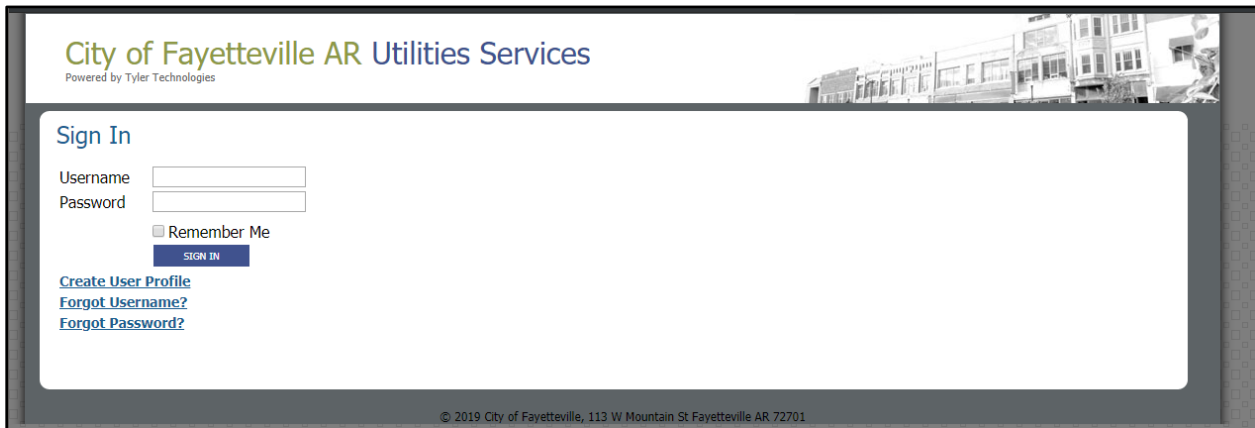
Sincerely,

City of Fayetteville, AR

You will receive an email with your username. You can use this username to log in.
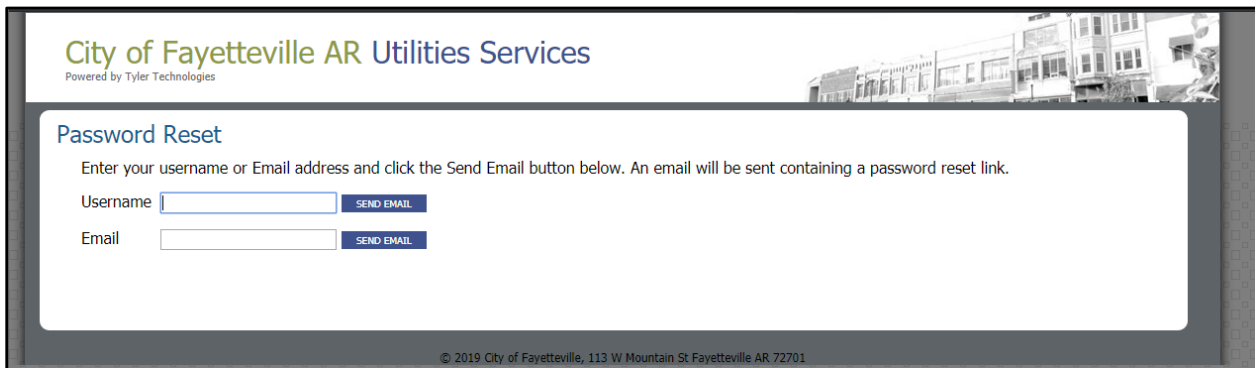
If you are unable to find your username or need additional assistance, please contact the City of Fayetteville Utility Billing department at (479) 521-1258.

Forgot Password

From http://fayetteville-ar.gov/payutilitybill, you can click on the <u>Forgot Password?</u> link to reset your password.

Enter your username in the *Username* field or your email address in the *Email* field and click the respective *Send Email* button. You will be sent an email with a link to reset your password.

City of Fayetteville AR eUtility Password Reset Request

Hello ▮▮▮▮,

Please use the following link to reset your City of Fayetteville AR eUtility website password. The link will expire at Friday, June 7, 2019 6:49 PM.

Password Reset

Sincerely,

City of Fayetteville, AR

Click the Password Reset link to be taken to a page where you can select a new password.

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Reset Password

Enter the information below to select a new password.

New Password

Confirm New
Password

RESET PASSWORD

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Enter your desired password in the *New Password* field, then confirm your new password by entering it in the *Confirm Password* field.

Passwords must contain at least 8 characters, an uppercase letter, and a symbol.

Click *Reset Password*. You will receive an email confirming this account change.

If you are unable to reset your password or need additional assistance, please contact the City of Fayetteville Utility Billing department at (479) 521-1258.